



Relatório Mensal de Disponibilidade dos Clientes do POP-BA/RNP

Mar/2015

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PONTO DE PRESENÇA DA REDE NACIONAL DE ENSINO E PESQUISA NA BAHIA
SUPERINTENDÊNCIA DE TECNOLOGIA DA INFORMAÇÃO
UNIVERSIDADE FEDERAL DA BAHIA

Apresentação

Apresentamos neste documento o relatório mensal de disponibilidade dos clientes do PoP-BA/RNP. O relatório contém as informações indicadas na solicitação da RNP aos PoPs para o registro local dos chamados envolvendo os clientes do PoP-BA. Além disso, a RNP utiliza o relatório para gerar uma carta de notificação para as operadoras em relação ao contrato de serviço.

Nas páginas seguintes, serão definidos os campos de cada tabela, bem como as informações referente a **Indisponibilidade por tipo de falha**, **Relatório de chamados abertos** e **Indisponibilidade causada pelas operadoras**.

Glossário

Cliente Campus de uma Instituição atendida pelo PoP-BA. O cliente pode ser qualificado junto à RNP em três categorias: Clientes Primários, Clientes Secundários, Clientes Temporários. A abertura e acompanhamento de chamados nas operadoras são obrigação do PoP-BA apenas para Clientes Primários.

Designação do circuito Conjunto alfanumérico de caracteres que identifica unicamente um circuito de dados de uma dada operadora

Tipo de Falha

desconhecido Causa da indisponibilidade desconhecida

eletrica Indisponibilidade causada por falha no fornecimento de energia elétrica do cliente

operadora Indisponibilidade causada por falha da operadora (problema com equipamento, cabeamento e etc...) atendendo o cliente

roteador Indisponibilidade causada por falha de software/hardware no roteador

prog-pop Indisponibilidade causada por manutenção programada solicitada pelo PoP-BA

prog-operadora Indisponibilidade causada por manutenção programada solicitada pela operadora

prog-cliente Indisponibilidade causada por manutenção programada solicitada pelo cliente

prog-daero Indisponibilidade causada por manutenção programada solicitada pela DAERO/RNP

staff-pop Indisponibilidade decorrente de ação direta do PoP-BA, incluindo desligamento acidentais, manobra inadequada no cabeamento, problema de acesso físico ao PoP-BA(para manutenção de operadoras, por exemplo), entre outros.

staff-cliente Indisponibilidade decorrente de ação direta do cliente, incluindo desligamento acidentais, manobra inadequada no cabeamento, problema de acesso físico a instituição(para manutenção de operadoras, por exemplo), entre outros.

Data/Hora da queda Momento em que o circuito ficou indisponível

Data/Hora da normalização Momento em que o circuito retornou à sua condição operacional normal

Tíquete no PoP Número que identifica o registro do problema na ferramenta de chamados do PoP-BA

Chamado na operadora Número que identifica a solicitação de reparo, manutenção ou averiguação de problemas em um circuito de dados contratado. No caso do chamado não ter sido registrado na operadora, o número será representado por três hifens (—).

SLA O termo “SLA” refere-se a *Service Level Agreement*, ou Acordo de Nível de Serviço em português – com a sigla “ANS”. O contrato de serviço entre a RNP e as operadoras indica que o serviço deve ficar disponível 99.6% do tempo em um mês.

Núm. de paradas Número de chamados resolvidos durante o mês em questão. Essas paradas estão relacionadas com todas as falhas citadas acima.

Indisponibilidade por tipo de falha referente ao mês de Mar/2015 (clientes primários)

Cliente	Designação do circuito	Horas indisponíveis - tipo de falha											
		eletrica	operadora	roteador	prog-pop	prog-operadora	prog-cliente	prog-daero	staff-pop	staff-cliente	desconhecido	total	
CNEN-Caetite	CTT 5011511	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	09:43:00	09:43:00
	CTT 5011567	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	25:11:00	25:11:00
IFBA-Barreiras	136895	00:00:00	49:45:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	49:45:00
	BES RNP SDR RNP DPDV 0003	00:00:00	173:04:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	23:11:00	196:15:00
	BES RNP SDR RNP DPDV 0005	00:00:00	157:08:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	37:52:00	195:00:00
IFBA-Camacari	BAL2000004	00:00:00	01:02:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	08:04:00	09:06:00
IFBA-DiasDavila	DSA078513A	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	05:18:00	05:18:00
IFBA-Eunapolis	BAL2000006	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	02:11:00	02:11:00
IFBA-FeiraSantana	BAL2000007	00:00:00	00:55:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	47:27:00	48:22:00
IFBA-Irece	IRERNP01FBA	00:00:00	70:14:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	70:14:00
IFBA-PortoSeguro	BAL2000013	00:00:00	01:23:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	104:28:00	105:51:00
IFBA-SantoAmaro	SNA53192913A	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:11:00	30:30:00
IFBA-SimoesFilho	MTR-RNP-59	14:14:00	23:51:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	03:36:00	41:41:00
	PRI-SDR 3017SQGRO	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:31:00	06:31:00
	SDR 301C8DT40	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	73:57:00	73:57:00
IFBA-Valenca	VEC 5013555	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:49:00	01:49:00
IFBaiano-GovernadorMangabeira	BAL2000014	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	08:17:00	08:17:00
IFBaiano-Guanambi	SDR 5294443	00:00:00	325:37:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	58:24:00	384:01:00
	SDR 5590496	00:00:00	380:04:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	58:23:00	438:27:00
IFBaiano-SrBonfim	SBM 5015313	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:22:00	00:00:00	00:00:00	00:00:00	03:43:00	10:05:00
	SBM 5015314	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:24:00	00:00:00	00:00:00	00:00:00	03:43:00	10:07:00
IFBaiano-Stalnes	SDR 5590523	06:07:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:07:00
	SDR 5590529	06:07:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	06:07:00
IFBaiano-Valenca	VEC 5013555	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	05:28:00	05:28:00
	VEC 5013556	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	05:28:00	05:28:00
UFBA-VitConquista	SDR 5539663	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	07:49:00	07:49:00
	VCA 5056311	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	15:53:00	15:53:00
UFOB-Barreiras	BES078813A	00:00:00	20:21:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	30:03:00	50:24:00
UFRB-Amargosa	TU-RNP-AMA01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	27:00:00	27:00:00
UFRB-Cachoeira	CHE077313A	16:39:00	34:39:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	51:18:00
UFRB-CasaMoeda	CHE079113A	16:23:00	55:53:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	03:47:00	76:03:00
UFRB-CruzAlmas	CZM077013A	00:00:00	58:41:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	17:39:00	76:20:00
UFRB-FeiraSantana	BAL2000016	00:00:00	07:28:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:38:00	09:06:00
UFRB-SantoAmaro	SAMRNP01	00:25:00	44:55:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	29:05:00	74:25:00
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	05:43:00	06:09:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	37:49:00
	SNJ V5Z SDR RNP DPDV 0002	00:00:00	96:09:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	03:03:00	99:12:00
UNIVASF-Juazeiro	SDR 5751274	18:11:00	11:26:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	29:37:00
	SDR 5751283	18:09:00	11:26:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	29:35:00

Relatório de chamados abertos no mês de Mar/2015 (clientes primários)

Cliente	Designação do circuito	Data/Hora da queda	Data/Hora da normalização	Tempo Indis	Tiquete no PoP	Chamado na operadora
CNEN-Caetite	CTT 5011511	2015.03.02, 00:51	2015.03.02, 08:30	07:39:00	12685	—
CNEN-Caetite	CTT 5011511	2015.03.08, 23:40	2015.03.09, 01:44	02:04:00	12766	—
CNEN-Caetite	CTT 5011567	2015.03.09, 01:44	2015.03.09, 23:41	21:57:00	12767	—
CNEN-Caetite	CTT 5011567	2015.03.11, 01:03	2015.03.11, 04:17	03:14:00	12802	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.03.04, 13:16	2015.03.04, 22:32	09:16:00	12711	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.03.04, 13:21	2015.03.04, 17:18	03:57:00	12712	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.03.08, 17:28	2015.03.09, 11:52	18:24:00	12760	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.03.08, 17:48	2015.03.09, 11:06	17:18:00	12761	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.03.10, 10:40	2015.03.12, 15:13	52:04:00	12795	2015397473467
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.03.10, 10:43	2015.03.12, 06:40	43:29:00	12796	2015397477199
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.03.13, 16:05	2015.03.16, 07:20	63:40:00	12825	2015398354810
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.03.13, 16:07	2015.03.15, 17:45	39:43:00	12826	2015398356985
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.03.19, 01:33	2015.03.19, 10:04	04:38:00	12877	2015399506454
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.03.19, 08:54	2015.03.19, 10:04	05:12:00	12879	2015399495980
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.03.23, 19:48	2015.03.24, 06:33	10:45:00	12912	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.03.27, 15:52	2015.03.28, 21:04	28:45:00	12941	2015401256625
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.03.27, 15:51	2015.03.28, 21:04	28:45:00	12942	2015401260544
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.03.30, 19:26	2015.03.30, 20:16	00:50:00	12986	—
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.03.30, 19:29	2015.03.30, 20:02	00:33:00	12987	—
IFBA-Barreiras	136895	2015.03.31, 08:28	2015.04.01, 14:08	49:45:00	12993	45971
IFBA-Barreiras	BES RNP SDR RNP DPDV 0005	2015.03.27, 16:12	2015.04.01, 17:18	31:58:00	12994	2015401938942
IFBA-Barreiras	BES RNP SDR RNP DPDV 0003	2015.03.27, 16:12	2015.04.01, 17:18	31:58:00	12995	2015401941416
IFBA-Camacari	BAL2000004	2015.03.01, 06:47	2015.03.01, 06:57	00:10:00	12683	—
IFBA-Camacari	BAL2000004	2015.03.08, 19:52	2015.03.09, 02:06	06:14:00	12762	—
IFBA-Camacari	BAL2000004	2015.03.23, 10:33	2015.03.23, 12:00	01:02:00	12905	20150001903
IFBA-Camacari	BAL2000004	2015.03.29, 06:47	2015.03.29, 08:27	01:40:00	12947	—
IFBA-DiasDavila	DSA078513A	2015.03.17, 10:37	2015.03.17, 10:55	00:18:00	12857	—
IFBA-DiasDavila	DSA078513A	2015.03.23, 01:45	2015.03.23, 03:15	01:30:00	12900	—
IFBA-DiasDavila	DSA078513A	2015.03.25, 16:16	2015.03.25, 19:46	03:30:00	12922	—
IFBA-Eunapolis	BAL2000006	2015.03.23, 10:36	2015.03.23, 12:00	00:32:00	12907	20150001905
IFBA-Eunapolis	BAL2000006	2015.03.29, 06:48	2015.03.29, 08:27	01:39:00	12948	—
IFBA-FeiraSantana	BAL2000007	2015.03.02, 17:47	2015.03.04, 09:27	39:40:00	12703	—
IFBA-FeiraSantana	BAL2000007	2015.03.08, 19:57	2015.03.09, 02:06	06:09:00	12765	—
IFBA-FeiraSantana	BAL2000007	2015.03.23, 10:36	2015.03.23, 12:00	00:55:00	12908	20150001906
IFBA-FeiraSantana	BAL2000007	2015.03.29, 06:48	2015.03.29, 08:26	01:38:00	12949	—
IFBA-Irece	IRERNP01IFBA	2015.03.19, 18:47	2015.03.20, 11:13	70:14:00	12881	7831
IFBA-PortoSeguro	BAL2000013	2015.03.07, 03:40	2015.03.09, 02:03	46:23:00	12756	—
IFBA-PortoSeguro	BAL2000013	2015.03.12, 12:01	2015.03.12, 20:59	08:58:00	12817	—
IFBA-PortoSeguro	BAL2000013	2015.03.15, 03:59	2015.03.16, 07:30	27:31:00	12829	—
IFBA-PortoSeguro	BAL2000013	2015.03.18, 03:23	2015.03.18, 03:33	00:10:00	12866	—
IFBA-PortoSeguro	BAL2000013	2015.03.23, 10:36	2015.03.23, 11:59	01:23:00	12906	20150001909
IFBA-PortoSeguro	BAL2000013	2015.03.29, 06:49	2015.03.30, 04:15	21:26:00	12952	—
IFBA-SantoAmaro	SNA53192913A	2015.03.17, 10:37	2015.03.17, 10:55	00:18:00	12858	—
IFBA-SantoAmaro	SNA53192913A	2015.03.18, 09:29	2015.03.19, 14:48	29:19:00	12868	—
IFBA-SantoAmaro	SNA53192913A	2015.03.22, 12:32	2015.03.22, 13:25	00:53:00	12898	—
IFBA-SimoesFilho	SDR 301C8DT40	2015.03.06, 15:41	2015.03.09, 17:38	73:57:00	12787	—
IFBA-SimoesFilho	MTR-RNP-59	2015.03.16, 20:15	2015.03.17, 10:29	14:14:00	12852	—
IFBA-SimoesFilho	MTR-RNP-59	2015.03.22, 22:04	2015.03.25, 10:38	23:51:00	12899	63154
IFBA-SimoesFilho	PRI-SDR 3017SQGRO	2015.03.25, 16:20	2015.03.25, 19:14	02:54:00	12923	—
IFBA-SimoesFilho	PRI-SDR 3017SQGRO	2015.03.27, 05:53	2015.03.27, 09:30	03:37:00	12939	—
IFBA-SimoesFilho	MTR-RNP-59	2015.03.27, 05:54	2015.03.27, 09:30	03:36:00	12940	—
IFBA-Valenca	VEC 5013555	2015.03.31, 00:05	2015.03.31, 01:54	01:49:00	12992	—
IFBaiano-GovernadorMangabeira	BAL2000014	2015.03.08, 19:54	2015.03.09, 02:03	06:09:00	12764	—
IFBaiano-GovernadorMangabeira	BAL2000014	2015.03.23, 10:36	2015.03.23, 12:00	00:31:00	12909	20150001907
IFBaiano-GovernadorMangabeira	BAL2000014	2015.03.29, 06:49	2015.03.29, 08:26	01:37:00	12951	—

IFBaiano-Guanambi	SDR 5294443	2015.03.04, 10:27	2015.03.09, 01:42	110:25:00	12689	13655204
IFBaiano-Guanambi	SDR 5590496	2015.03.02, 13:06	2015.03.02, 19:32	42:25:00	12690	13649763
IFBaiano-Guanambi	SDR 5590496	2015.03.04, 09:36	2015.03.09, 01:42	110:32:00	12710	71856050570
IFBaiano-Guanambi	SDR 5590496	2015.03.09, 10:43	2015.03.18, 22:15	227:07:00	12774	13668145
IFBaiano-Guanambi	SDR 5294443	2015.03.09, 10:43	2015.03.18, 10:20	215:12:00	12775	13655204
IFBaiano-Guanambi	SDR 5294443	2015.03.20, 16:51	2015.03.23, 03:15	58:24:00	12886	---
IFBaiano-Guanambi	SDR 5590496	2015.03.20, 16:52	2015.03.23, 03:15	58:23:00	12887	---
IFBaiano-SrBonfim	SBM 5015314	2015.03.17, 10:19	2015.03.17, 16:43	06:24:00	12854	---
IFBaiano-SrBonfim	SBM 5015313	2015.03.17, 10:20	2015.03.17, 16:42	06:22:00	12855	---
IFBaiano-SrBonfim	SBM 5015314	2015.03.22, 08:52	2015.03.22, 12:35	03:43:00	12896	---
IFBaiano-SrBonfim	SBM 5015313	2015.03.22, 08:52	2015.03.22, 12:35	03:43:00	12897	---
IFBaiano-Stalnes	SDR 5590523	2015.03.25, 10:53	2015.03.25, 17:00	06:07:00	12919	---
IFBaiano-Stalnes	SDR 5590529	2015.03.25, 10:53	2015.03.25, 17:00	06:07:00	12920	---
IFBaiano-Valenca	VEC 5013556	2015.03.26, 02:16	2015.03.26, 07:44	05:28:00	12928	---
IFBaiano-Valenca	VEC 5013555	2015.03.26, 02:16	2015.03.26, 07:44	05:28:00	12929	---
UFBA-VitConquista	SDR 5539663	2015.03.02, 00:51	2015.03.02, 08:27	07:36:00	12686	---
UFBA-VitConquista	VCA 5056311	2015.03.02, 16:38	2015.03.03, 08:31	15:53:00	12692	---
UFBA-VitConquista	SDR 5539663	2015.03.19, 06:07	2015.03.19, 06:20	00:13:00	12878	---
UFOB-Barreiras	BES078813A	2015.03.04, 00:17	2015.03.05, 05:46	29:29:00	12705	---
UFOB-Barreiras	BES078813A	2015.03.05, 12:15	2015.03.05, 12:49	00:34:00	12727	---
UFOB-Barreiras	BES078813A	2015.03.06, 09:30	2015.03.09, 08:53	06:13:00	12734	043582015
UFOB-Barreiras	BES078813A	2015.03.10, 19:45	2015.03.11, 09:01	05:46:00	12801	044902015
UFOB-Barreiras	BES078813A	2015.03.12, 09:24	2015.03.12, 10:20	08:22:00	12813	045912015
UFRB-Amargosa	TU-RNP-AMA01	2015.03.27, 20:21	2015.03.28, 21:04	24:43:00	12943	---
UFRB-Amargosa	TU-RNP-AMA01	2015.03.31, 21:47	2015.04.01, 00:04	02:17:00	13008	---
UFRB-Cachoeira	CHE077313A	2015.03.03, 11:48	2015.03.03, 16:59	17:56:00	12698	039512015
UFRB-Cachoeira	CHE077313A	2015.03.04, 15:45	2015.03.04, 16:46	16:39:00	12717	040922015
UFRB-Cachoeira	CHE077313A	2015.03.16, 15:12	2015.03.16, 19:34	16:43:00	12848	048352015
UFRB-CasaMoeda	CHE079113A	2015.03.04, 15:35	2015.03.04, 16:46	16:23:00	12715	04092015
UFRB-CasaMoeda	CHE079113A	2015.03.06, 18:19	2015.03.06, 23:57	10:49:00	12754	042842015
UFRB-CasaMoeda	CHE079113A	2015.03.09, 20:43	2015.03.09, 23:51	03:08:00	12791	---
UFRB-CasaMoeda	CHE079113A	2015.03.11, 08:36	2015.03.11, 18:35	21:35:00	12805	044972015
UFRB-CasaMoeda	CHE079113A	2015.03.16, 15:12	2015.03.16, 19:35	16:45:00	12847	048332015
UFRB-CasaMoeda	CHE079113A	2015.03.17, 10:37	2015.03.17, 10:55	00:18:00	12859	---
UFRB-CasaMoeda	CHE079113A	2015.03.22, 08:33	2015.03.22, 08:54	00:21:00	12895	---
UFRB-CasaMoeda	CHE079113A	2015.03.26, 12:02	2015.03.26, 19:21	06:44:00	12932	054312015
UFRB-CruzAlmas	CZM077013A	2015.03.04, 15:46	2015.03.04, 16:45	00:59:00	12716	---
UFRB-CruzAlmas	CZM077013A	2015.03.06, 18:19	2015.03.06, 00:00	13:00:00	12755	042832015
UFRB-CruzAlmas	CZM077013A	2015.03.11, 08:35	2015.03.11, 16:36	21:48:00	12804	004942015
UFRB-CruzAlmas	CZM077013A	2015.03.16, 15:10	2015.03.16, 19:35	17:05:00	12846	048302015
UFRB-CruzAlmas	CZM077013A	2015.03.17, 10:35	2015.03.17, 10:55	00:20:00	12856	---
UFRB-CruzAlmas	CZM077013A	2015.03.22, 08:31	2015.03.22, 08:55	00:24:00	12894	---
UFRB-CruzAlmas	CZM077013A	2015.03.24, 16:17	2015.03.25, 08:13	15:56:00	12915	---
UFRB-CruzAlmas	CZM077013A	2015.03.26, 12:00	2015.03.26, 19:25	06:48:00	12931	054302015
UFRB-FeiraSantana	BAL2000016	2015.03.03, 17:46	2015.03.04, 09:27	00:52:00	12707	20150001413
UFRB-FeiraSantana	BAL2000016	2015.03.08, 19:53	2015.03.09, 02:06	05:36:00	12763	20150001495
UFRB-FeiraSantana	BAL2000016	2015.03.23, 10:35	2015.03.23, 12:00	01:00:00	12904	20150001904
UFRB-FeiraSantana	BAL2000016	2015.03.29, 06:48	2015.03.29, 08:26	01:38:00	12950	---
UFRB-SantoAmaro	SAMRNP01	2015.03.21, 15:22	2015.03.22, 16:32	25:10:00	12891	---
UFRB-SantoAmaro	SAMRNP01	2015.03.24, 09:50	2015.03.24, 13:45	03:55:00	12914	---
UFRB-SantoAmaro	SAMRNP01	2015.03.28, 14:12	2015.03.28, 21:05	44:55:00	12944	7991
UFRB-SantoAmaro	SAMRNP01	2015.03.30, 16:12	2015.03.30, 16:37	00:25:00	12981	---
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	2015.03.08, 09:32	2015.03.09, 11:29	25:57:00	12758	---
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0002	2015.03.08, 09:32	2015.03.08, 12:35	03:03:00	12759	---
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	2015.03.21, 10:05	2015.03.21, 15:48	05:43:00	12890	---
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	2015.03.27, 05:49	2015.03.27, 11:23	06:09:00	12937	2015401128264
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0002	2015.03.27, 05:49	2015.03.30, 16:37	96:09:00	12938	2015401129571
UNIVASF-Juazeiro	SDR 5751274	2015.03.18, 16:33	2015.03.18, 22:15	11:26:00	12871	13692185
UNIVASF-Juazeiro	SDR 5751283	2015.03.18, 16:33	2015.03.18, 22:15	11:26:00	12872	13692187
UNIVASF-Juazeiro	SDR 5751274	2015.03.22, 07:51	2015.03.22, 13:05	05:14:00	12892	---
UNIVASF-Juazeiro	SDR 5751283	2015.03.22, 07:51	2015.03.22, 13:04	05:13:00	12893	---
UNIVASF-Juazeiro	SDR 5751283	2015.03.28, 20:03	2015.03.29, 08:59	12:56:00	12945	---
UNIVASF-Juazeiro	SDR 5751274	2015.03.28, 20:03	2015.03.29, 09:00	12:57:00	12946	---

Indisponibilidade causada pelas operadoras referente ao mês Mar/2015

Cliente	Designação do circuito	Horas indisponíveis	SLA	Núm. de paradas	Chamado na Operadora
CNEN-Caetite	CTT 5011511	00:00:00	100.00%	2	
	CTT 5011567	00:00:00	100.00%	2	
IFBA-Barreiras	136895	49:45:00	93.31%	1	45971
	BES RNP SDR RNP DPDV 0003	173:04:00	76.74%	8	2015397477199 2015398354810 2015399495980 2015401256625 2015401941416
	BES RNP SDR RNP DPDV 0005	157:08:00	78.88%	9	2015397473467 2015398356985 2015399506454 2015401260544 2015401938942
IFBA-Camacari	BAL2000004	01:02:00	99.86%	4	20150001903
IFBA-DiasDavila	DSA078513A	00:00:00	100.00%	3	
IFBA-Eunapolis	BAL2000006	00:00:00	100.00%	2	20150001905
IFBA-FeiraSantana	BAL2000007	00:55:00	99.88%	4	20150001906
IFBA-Irece	IRERNP01IFBA	70:14:00	90.56%	1	7831
IFBA-PortoSeguro	BAL2000013	01:23:00	99.81%	6	20150001909
IFBA-SantoAmaro	SNA53192913A	00:00:00	100.00%	3	
IFBA-SimoesFilho	MTR-RNP-59	23:51:00	96.79%	3	63154
	PRI-SDR 3017SQGRO	00:00:00	100.00%	2	
	SDR 301C8DT4O	00:00:00	100.00%	1	
IFBA-Valenca	VEC 5013555	00:00:00	100.00%	1	
IFBaiano-GovernadorMangabeira	BAL2000014	00:00:00	100.00%	3	20150001907
IFBaiano-Guanambi	SDR 5294443	325:37:00	56.23%	3	13655204 13655204
	SDR 5590496	380:04:00	48.92%	4	13649763 71856050570 13668145
IFBaiano-SrBonfim	SBM 5015313	00:00:00	100.00%	2	
	SBM 5015314	00:00:00	100.00%	2	
IFBaiano-Stalnes	SDR 5590523	00:00:00	100.00%	1	
	SDR 5590529	00:00:00	100.00%	1	
IFBaiano-Valenca	VEC 5013555	00:00:00	100.00%	1	
	VEC 5013556	00:00:00	100.00%	1	
UFBA-VitConquista	SDR 5539663	00:00:00	100.00%	2	
	VCA 5056311	00:00:00	100.00%	1	
UFOB-Barreiras	BES078813A	20:21:00	97.26%	5	043582015 044902015 045912015
UFRB-Amargosa	TU-RNP-AMA01	00:00:00	100.00%	2	
UFRB-Cachoeira	CHE077313A	34:39:00	95.34%	3	039512015 040922015 048352015
UFRB-CasaMoeda	CHE079113A	55:53:00	92.49%	8	04092015 042842015 044972015 048332015 054312015
UFRB-CruzAlmas	CZM077013A	58:41:00	92.11%	8	042832015 004942015 048302015 054302015
UFRB-FeiraSantana	BAL2000016	07:28:00	99.00%	4	20150001413 20150001495 20150001904
UFRB-SantoAmaro	SAMRNP01	44:55:00	93.96%	4	7991
UFRB-StoAntonioJesus	SDR UF SNJ TCA DPDV 0001	06:09:00	99.17%	3	2015401128264
	SNJ V5Z SDR RNP DPDV 0002	96:09:00	87.08%	2	2015401129571
UNIVASF-Juazeiro	SDR 5751274	11:26:00	98.46%	3	13692185
	SDR 5751283	11:26:00	98.46%	3	13692187

Observações

- Circuitos da unidade IFBA-Barreiras (BES RNP SDR RNP DPDV 0005) estava oscilando.
- Circuitos da unidade IFBA-Barreiras (BES RNP SDR RNP DPDV 0003) estava oscilando.
- Circuito da unidade IFBA-SimoesFilho (MTR-RNP-59) apresentou rompimento na fibra e houve dificuldade no contato com a equipe técnica da instituição cliente.
- Circuito da unidade IFBaiano-Guanambis (SDR 5294443) estava oscilando.
- Circuito da unidade IFBaiano-Guanambis (SDR 5590496) apresentou rompimento na fibra e estava oscilando.
- Circuito da unidade UFOB-Barreiras (BES078813A) apresentou problema no equipamento da operadora.
- Circuito da unidade IFBA-PortoSeguro (BAL2000013) apresentou indisponibilidade fora do horário comercial e normalizou sem intervenção técnica.